

Client Monitoring Questions In-Home Visits/Calls

Questions
Is an approved Plan of Care current and available?
Did the provider keep required service logs and time sheets according to OAAS requirements?
Does your worker arrive and leave on time according to the service log?
Have there been any times since our last contact with you when your worker or a substitute worker did not show up?
Are you getting the services on the days that you expect?
Have you been asked to sign a time sheet before being provided services?
Is your provider giving you all the tasks and services on your plan of care?
Can you be alone when you wish and have a private conversation when you wish?
Has there been a major change in your medical condition or well-being since our last contact?
Are you being prevented from getting food, clothes, medication, glasses, hearing aids, or medical care, or from being with people you wanted to be with?
Are you being threatened or made to feel ashamed?
Has anyone taken your money or things without asking?
Have you ever been injured by any of the paid or unpaid people who help you?
Were you influenced in any way to choose your current provider?
(If Yes) How were you influenced?
Who was the person attempting to influence you?